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## Letter from the Commanding General

For 230 years, the Army has always answered the Nation's call to duty. Soon, the Soldiers of the 4th Infantry Division (M) will once again answer this call. I can proudly say, without hesitation, that we are ready. Like the many Soldiers who have served before us, the men and women of this fine Division understand the responsibilities and opportunities that we will face during our deployment to Iraq. As we begin the process of deploying, we understand that we are entering into a crucial time frame in the history of Iraq. I firmly believe that the future of Iraq will be determined on our watch. We accept this challenge, we will be tested and we know we will succeed. Our confidence is founded in the realistic training we've conducted, the advanced equipment that we have received, and competent Leaders that will guide us through the upcoming year.

Over the last year, the Division's focus has prepared us well for this deployment. We have not wavered from this focus: reset, reorganize, retrain and redeploy. During reset we modernized and standardized our weapons fleets across the division. The reset process provided us with the most advanced Abrams tanks, Bradley Fighting Vehicles and Apache helicopters. We've upgraded our digital systems and trained extensively on them to improve our command and control capabilities. We created the Army's newest Brigade Combat team, increased the size of the Division by 5,000 Soldiers and became the first Division in the Army to be fully transformed into a modular force. Our aggressive training strategy used tough and realistic training that has tested and honed our individual and collective warrior skills. The results are Soldiers trained, equipped and ready to answer the call. I am in awe of the hard work and dedication found in the Soldiers, NCO's and Officers within the Division that enabled this incredible achievement.

While preparing Soldiers we've also focused on readying our families. Building on lessons learned from past deployments, we've strengthened the family readiness groups. As an example, we hired FRG assistants to reduce the administrative burden placed upon our volunteers and upgraded our Family Readiness Center. Dee and I understand that communication between the deployed Soldiers and their families is fundamental to our success. To that end, we will leverage all technology available and make the most of the Ironhorse Family Readiness Center in support of this critical requirement. The Division has established an effective rear detachment structure that will ensure that the FRGs and our deployed Soldiers maintain open lines of communication. I have complete confidence in the leaders that will remain here with our families. They are trained, compassionate, and focused on the mission they have been assigned. I ask all the Soldiers and families to trust and utilize these seasoned leaders for support during this deployment.

During a deployment, the Army spouse is the first line of protection for the family. Once our Soldiers deploy, the burdens on the home front will lie squarely on the Army spouse. Therefore, prior to deployment the family must be well prepared.

Ensure that children are aware of what is going on since a lack of knowledge and understanding will only breed doubt and fear in young minds. The spouse must be prepared as well. Make sure you have an email address so you can keep in close contact. Do be cautious, however, about stressing and over-burdening Soldiers with matters over which they have no control and cannot help. Use the checklists in this guide as a tool to prepare prior to deployment. These tools will aid you in preparing and protecting your family during the deployment.

Lastly, as always, Soldiers remain the centerpiece of this great Division. They give the people of our Nation and Iraq hope for the future. They are our Nation's treasure. I am proud to be commanding this great organization and know that each one of the Soldiers in the 4th Infantry Division will embody the Warrior Ethos and live the Army Values. It is our call to duty.

Sincerely

ORIGINAL SIGNED

Maj. Gen. James D. Thurman

"Steadfast and Loyal"

## Purpose of this Guide

The purpose of this guide is to help each 4<sup>th</sup> Infantry Division family prepare for their Soldier's deployment. By planning ahead, a Soldier and spouse can ease the difficulties that a long separation presents. This guide is designed to walk you through that process.

In this guide you will find most contact numbers, emergency and non-emergency, that you might possibly want. If you do not find the number you are looking for, please feel free to call your post operator—usually the first number on the list.

In addition, you will find answers to common questions and checklists to go through independently and with your Soldier spouse before he or she deploys. This will help both of you think about and discuss the majority of concerns that can possibly create major obstacles for the family during the Soldier's absence.

Today's Soldier faces a challenging foe and must remain focused on mission goals. A Soldier may have difficulty focusing on the task at hand if he or she is worried about troubles back home. Family members can help the Soldier be successful while in theater by preparing for and successfully managing the home front during the deployment.

## Emergency Leave Policy

Soldiers may be authorized emergency leave for up to 30 days for emergency situations **within the immediate family**. For a person in loco parentis, the Soldier must sign a statement verifying loco parentis. The immediate family includes the following family members of either the Soldier or the Soldier's spouse.

1. Parents, including step parents
2. Spouse
3. Children, including stepchildren
4. Sisters, including stepsisters
5. Brothers, including stepbrothers
6. Only living blood relative
7. A person in loco parentis

A person in loco parentis is one who stood in place of a parent to the Soldier or the Soldier's spouse for 24 hours a day, for at least a 5-year period before the Soldier or the Soldier's spouse became 21 years of age. A grandparent, or other person, normally is not considered to have stood in place of a parent when the parent also lived at the same residence.

Civilians may be authorized leave for serious illness or injury of a family member, which means a grave, critical, or potentially life-threatening illness, or injury. It includes a sudden injury such as an automobile or other accident where the exact extent of injury may be undetermined but is thought to be critical or potentially life threatening, based on the best assessment available. It also includes other situations involving less serious illness or injury of a family member in which the absence of the employee would result in great personal hardship for the immediate family.

Guidelines for authorizing emergency leave are as follows:

1. Because of a death of an immediate family member.
2. When severe or unusual hardship would be encountered if a Soldier failed to return home because of a personal disaster (i.e. hurricane, tornado or flood).
3. DA civilians – Return to Official Station or Home. When an employee discontinues a TDY assignment before its completion because of a personal emergency situation, expenses of appropriate transportation and per diem while en route may be allowed. The approval of an appropriate official, for return travel from the interruption point to the PDS, is required. If, when the personal emergency situation has been resolved, the DoD component decides that it is in the Government's interest to return the employee to the TDY location; such return is a new travel assignment.

Other situations that occur within the immediate family should be considered for ordinary leave if the operational situation dictates.

## Family Readiness Groups, Purpose and Contact Information

The goals of a family readiness group are to:

1. Reduce social isolation and provide mutual support
2. Assist in gathering and disseminating information and identifying resources
3. Enhance feelings of belonging and a sense of community
4. Promote self-reliance and self-esteem
5. Reaches out where possible to extended family members beyond the Fort Hood community area (parents, grandparents, etc.)

If you are unsure of who your Family Readiness Group leader is, please contact one of the following brigade-level FRG Assistants who will connect you with your FRG Leader.

1 <sup>st</sup> BCT	254-553-1179
2 <sup>nd</sup> BCT	254-287-6291
3 <sup>rd</sup> BCT (Fort Carson)	719-526-3581
4 <sup>th</sup> BCT	254-553-0649
Aviation	254-287-5068
Fires	254-287-0511
Support	254-288-6249
Division/41D STB	254-618-8536 Iron Horse Readiness Center, Building 9409 Battalion at 19th

## Answers to deployment-time questions

### Communication with Spouse during Deployment

The method and frequency of communication you will have with your Soldier will depend on a variety of factors, namely where he or she is stationed.

Help encourage a feeling of togetherness in the family during deployment by keeping the lines of communication open.

Possibilities include:

**Letters** which are:

- Inexpensive.
- Allow you to think about what you would like to share.
- "Personalized" for individual family members.

**E-mail** is:

- Inexpensive and fast
- Not as secure as letter mail
- Must have a computer and internet access

For family members without access to a computer or the Internet, free access is available at most public libraries, including the Casey Memorial Library and Soldiers can sponsor up to 5 dependents on AKO (Army Knowledge Online) for free e-mail accounts. See <http://us.army.mil> to sign up.

#### **Casey Memorial Library**

BLDG 3202, 72nd St. & 761st Tank Battalion Ave.

Fort Hood, TX 76544

(254) 287-4921 (Circulation Desk)

(254) 287-5202 (Reference Desk)

<http://esd.hood.army.mil/casey.htm>

Some units **may** have "Internet Cafes" in their rear detachment areas which spouses may use. Please check with your FRG Leader for possible unit sites.

#### **Phone Calls**

- Direct and personal
- Can be inconvenient and expensive
- Immediate and interactive

Sometimes prepaid calling cards can save money—but know that the cost per call quoted on the card, will be just for calls within the United States. Ask what the exact cost per minute is to the country in which your spouse is deployed. Also, ask if there is a base charge for each call.

Just keep in mind when you are having conversations overseas, the clock is ticking with whichever long distance service you use. Knowing the cost per minute of the call can help you budget how much you can afford to talk.

**VTC – Video Teleconferencing**, if available allows live interaction between the Soldier and family members.

A Soldier's access to VTCs may be limited depending on the Internet access or communications lines in the area in which the Soldier is stationed. Safety, security, costs, and inter-continental time synchronization are a few of the determinants in conducting VTCs.

**Pictures** (including photographs and artwork by children) can be:

- Easily carried
- Proudly displayed
- Looked at often, helping family members remember each other

**Tape recordings** and videocassettes offer realism and can be played regularly, although they require special equipment.

NOTE: Hearing voices can make the absent one seem more real, closer and interested. Let children make a tape.

## Postal Regulations

Packages can be big morale boosters for troops stationed far from home.

For parcel packages, be aware of postal regulations regarding what types of material cannot be mailed to Iraq. These prohibited items include:

- Obscene articles (prints, paintings, cards, films, videotapes, etc).  
Any matter depicting nude or seminude persons, pornographic or sexual items, or non-authorized political materials
- Bulk quantities of religious materials contrary to the Islamic faith  
Items for the personal use of the addressee are permissible
- Pork or pork by-products.

For packages, print on one side only with the recipient's address in the lower right portion.

For more detail and updated mailing information, visit the US Postal Service "Supporting Our Troops" site at: <http://www.usps.com/supportingourtroops/>

For ideas about what to ship to Soldiers, visit <http://operationmilitarypride.org/>

## How can I Contact my Deployed Spouse?

Contact your Rear Detachment commander, or in the case of an emergency, contact the American Red Cross at 1-877-272-7337.



## Soldier's Mailing Address

The PO Box address for your Soldier's unit may not be available until after your spouse has deployed. Contact your FRG Leader for the address if you have not received it shortly after deployment.

## Mail Release

Mail addressed to deployed Soldiers can be picked up at the unit mailroom when:

- The Soldier fills out a written release, and
- The Soldier or family member delivers it to the unit mailroom.

Ordinary mail that is not restricted in delivery can be picked up by any family member with a valid identification (ID) card.

## Transportation

A bus runs daily from 0700 to 1700 and will take military personnel and dependents from the on-post housing areas and make stops at Darnall Army Community Hospital, the Clear Creek P/X and Commissary, and the Warrior Way P/X and Commissary. For more information on times and routes, call 287-2154 (Fort Hood Taxi and Shuttle Bus Office).

## What is Rear Detachment?

The rear detachment consists of unit military members, usually at the battalion level, who remain at Fort Hood during deployment.

This team is responsible for the remaining personnel and equipment and for assistance to families of deployed Soldiers.

The rear detachment personnel:

- Coordinate with on-post and off-post agencies to meet families' needs
- Work with the unit's FRG to plan briefings and share information
- Communicate with the deployed unit
- Facilitate mail to the deployed Soldiers

During deployment, keep your FRG and rear detachment team informed of any address/phone changes. If you go out of town, please tell them a telephone number where you can be reached. If you are leaving your child or children with a friend, you need a special power of attorney.

## How do I Replace a Military Dependent ID Card?

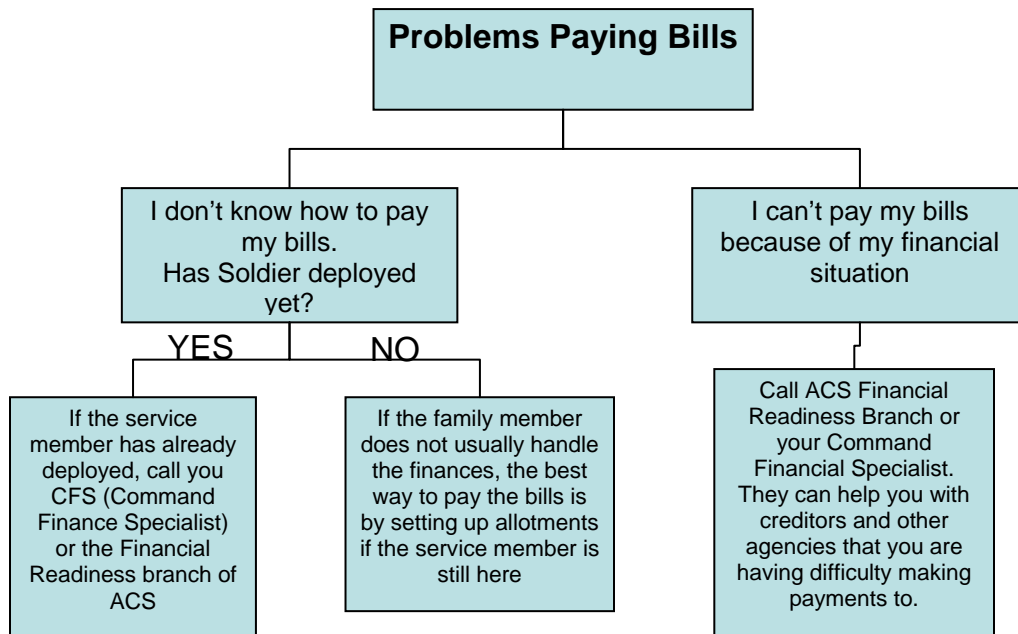
Soldiers and spouses are encouraged to check expiration dates of all military dependent military ID cards prior to deployment and update them as necessary. This is especially true for Soldiers planning to ETS or retire during the deployment.

Should a dependent lose a card, she or he will need to have a general power of attorney, or special power of attorney referencing ID cards, and a picture ID to get a new card. Call or stop by the ID card section, located in the Copeland Building at Hood Road and Battalion, or 254-287-8518 locally or 1-800-538-9552 toll free.

For a spouse who does not already have a military dependent ID card, she or he will need a power of attorney to first enroll in DEERS, and subsequently to request an ID card. It is most convenient for all parties involved if the spouse is enrolled in DEERS and has an ID Card prior to deployment.

## How do I Solve Financial Issues?

Financial issues can arise on a number of fronts. Please see the checklists included in this guide to help prepare for deployment financially. The charts below offer guidance on the steps to handling financial problems that may arise.



## Where can I get Emergency Financial Help?

Army Emergency Relief (AER) can provide financial assistance in the following circumstances and with the necessary documentation:

### **Initial rent and deposit Need:**

- AER Application
- Current LES
- Rental Contract
- Verification for AER assistance from Housing Referral Office

### **Rent to prevent eviction Need:**

- AER Application
- Current LES
- Eviction notice
- Verification from Housing Referral Office

### **Essential personally owned vehicle repairs Need:**

- AER Application
- Current LES
- Itemized repair bill to include labor on garage letterhead
- Memorandum from Unit Commander stating that the Soldier's POV is essential to mission achievement and no public transportation is available.

### **Non-receipt of pay and food Need:**

- AER Application
- 3 previous LESs

### **Utilities to prevent cut off Need:**

- AER Application
- Current LES
- Utility cut-off notice

### **Medical and funeral expenses Need:**

- AER Application
- Itemized medical/funeral bill

### **Emergency Travel Need:**

- AER Application
- Current LES
- DA Form 31, Authorized Leave Request
- Copy of port call travel orders issued by transportation or Carlson-Wagonlit pricing printout

### **Loss of funds Need:**

- AER Application
- Current LES
- Statement of how funds were lost
- Copy of military/civilian police report

## How do I get Medical Care?

To schedule, change or cancel an appointment through Central Appointments, call **288-8888** or you can make an appointment online, 24 hours a day at <http://www.hood-meddac.army.mil>.

Other post medical care numbers of interest:

Bennett Health Clinic	618-8038
Monroe Health Clinic	287-5082
Darnall Family Care Clinic	288-8281
Patient Representative	288-8156

TRICARE is a regionally-managed health care program for active duty and retired members of the uniformed services, their families, and survivors. TRICARE brings together the health care resources of the Army, Navy and Air Force and supplements them with networks of civilian health care professionals to provide better access and high quality service while maintaining the capability to support military operations.

Fort Hood is part of TRICARE's South region. Humana-Military is the regional contractor providing health care services and network provider support in the TRICARE South region.

Tricare's Website is <http://www.tricare.osd.mil>

The Tricare Service Center is located between Santa Fe Avenue and Darnall Army Community Hospital's parking lot

Tricare information: 1-800-444-5445

### **Emergency and Urgent Care While Traveling**

You should dial 911 or go directly to the nearest emergency room. Notify your PCM or regional contractor within 24 hours of receiving emergency medical care to allow for continuing treatment and authorization for payment.

For Prime beneficiaries, treatment of a non-emergency medical condition that cannot wait until you return home, coordinate with your PCM before seeking care and your regional contractor for care authorization and assistance in coordinating out-of-area care.

If you do not receive a referral from your PCM that has been authorized by your regional contractor for non-emergency care obtained out of area, your care may be covered under the point-of-service (POS) option, which includes a deductible and higher co-payments. Standard beneficiaries may seek urgent care services, but may want to check with the regional contractor to make sure TRICARE covers a particular procedure or service.

### **I'm Locked out of my Quarters?**

Contact the Community Manager in your village for lockouts (see list below).  
After 6:00 PM, contact the MPs.

Comanche I & II	554-9143
Comanche III & IV	634-8163
McNair/Chaffee	554-2482
Kouma/Montague	501-3689
Pershing Park/Venable	634-7058
Wainwright/Patton/Walker	628-9997

## Tell me about my Housing during Deployment?

### 1. On-Post Housing.

a. Family members of deployed Soldiers will not be required to vacate on-post quarters.

b. Single parents and dual military may retain quarters, but must appoint a guardian in writing to maintain those quarters. All requests to have guardian reside in quarters must be submitted to the Housing Office in writing for approval. Occupancy will only be authorized to the legal guardian.

c. Spouse support: One adult family member of the sponsor's/spouse's immediate family may reside with the spouse during the sponsor's deployment. A written request must be submitted through the chain of command to the Housing Office for approval. Approval of any request may be affected by community standards violations on records.

d. Quarters upkeep: Family members electing to leave the Fort Hood area will remain responsible for the upkeep of their assigned quarters. The Housing Office must be notified in writing of the name of the person who will take care of the quarters. Family members must also provide a forwarding address for emergency notification (form available at Housing Office). Basic Allowance for Housing (BAH) will continue to be paid to Fort Hood Family Housing (FHH) in the form of an allotment to cover rent during the absence of the sponsor. On-post quarters left vacant in excess of 6 months by family members, without requesting prior approval from the Housing Office will be considered abandoned. Failure to maintain grounds will result in FHH charges to resident. Payment must be made upon return.

### 2. Terminating On-Post Housing.

a. Family members voluntarily terminating quarters during the Soldier's deployment will not be given priority housing upon the sponsor's return to Fort Hood. Soldiers may reapply for on-post housing; however, the eligibility date for placement on the waiting list will be the date of the sponsor's reapplication. Exception to this policy will be reviewed on a case-by-case basis.

b. Families electing to vacate quarters during a sponsor's deployment are not authorized storage or shipment of household goods at Government expense. When quarters are abandoned, sponsor's Rear Detachment will be responsible to inventory and store household goods and return housing unit to FHH. Rent payment (BAH Allotment) continues until keys are returned to FHH.

c. Single parents and dual military (both deploying) whose legal guardian/childcare provider cannot come to Fort Hood during a deployment, may elect to vacate their housing at no cost to the government and return keys to FHH. BAH allotment will stop once keys are given to FHH. Upon return, Soldier may request priority reinstatement on the waiting list for the first available house. Housing personnel will verify each case individually based on proper documentation.

### 3. Deceased Military Personnel.

## Deployment Policies for On- and Off-Post Housing

a. Family members of deceased military personnel can reside in privatized housing and are authorized to remain in on-post quarters without charge for a period not to exceed 90 days. Family members of deceased military personnel can reside in government-controlled housing (Liberty Village), and are authorized to remain in on-post quarters without charge for a period not to exceed 180 days.

b. Family members of sponsors declared missing in action or prisoners of war may continue to occupy on-post quarters until the status of the service member is changed.

### 4. Waiting List for On-Post Housing.

a. Soldiers in deployment status may submit an Exception to Policy through their company commander for priority housing if they are on the waiting list and within 60 days of being called for quarters. Eligibility dates will be verified by Housing prior to committing any quarters. Soldiers/Spouses are responsible to obtain release form from the landlord. This policy remains in effect even if Soldier departs the installation prior to being housed. In this case, the spouse can sign for housing when notified. Spouse will be required to be in possession of a special power of attorney (POA) for the purpose of signing the housing agreement. The POA can be obtained from Division Staff Judge Advocate offices (SJA). Other reasons for priority housing may be due to medical conditions, financial, no-fault evictions (due to no fault of the Soldiers,) adjustment to waitlist or compassionate reasons. Each request will be reviewed on a case-by-case basis and coordinated with the Soldier's Chain of Command.

b. Family members of deployed sponsor may sign for on-post quarters with the special POA when notified by housing, or request to be placed on administrative hold until the sponsor returns.

### 5. Off-Post Housing.

a. Section 305 of the SCRA provides service members the absolute right to terminate a residential lease whenever they receive orders for a Permanent Change of Station (PCS) or a deployment of 90 days or more, and comply with the procedural requirements of the statute. In this regard, it should be noted that the right conferred in section 305 of the SCRA applies to "lease[s] of premises occupied, or intended to be occupied by a service member or a service member's dependents for a residential, professional, business, agricultural, or similar purpose"(subsection 305(b)(1)) that are executed by the service member in a joint or individual capacity. When a service member exercises his or her option to terminate the lease under Section 305, that action terminates the entire lease.

b. Families electing to vacate their off-post rental unit are not authorized storage or shipment of household goods at Government expense.

c. Landlord's permission is required to have visitors stay in the rental unit beyond the authorized time limitation as stated in the lease during sponsor's deployment.

d. Spouses of deployed Soldiers may obtain Waivers with General POA and Deployment Order verification from the Housing Office in Building 18010.

6. Visit the Fort Hood housing office at [www.dpw.hood.army.mil](http://www.dpw.hood.army.mil) for more information.

## How can I get Legal Help?

You can get legal assistance by calling your appropriate legal assistance office for an appointment. No legal advice can be provided over the telephone or by email.

4<sup>th</sup> Infantry Division legal – 287-1850

Prior to deployment, a married Soldier and spouse will want to sit down to decide if and what type of Powers of Attorney (POA) the spouse will need during the deployment. There are general POAs and specific POAs. General Powers of Attorney are broad and allow the agent (spouse) to transact a wide range of business on behalf of the Soldier.

A special POA has very specific designations on what the agent can transact on behalf of the Soldier.

A specific POA which married Soldiers with children will seriously want to consider is one to specify temporary custody should something happen to his or her spouse during deployment.

4ID Legal Services can assist 4ID Soldiers with advising and drafting Powers of Attorney free of charge.

## I'm Feeling Isolated, Bored or Lonely?

There are several ways to combat feeling isolated, bored or lonely during a deployment. While it is understood that no one can take the place of your deployed loved-one, you can alleviate your loneliness which will make deployment time seem to go faster.

Family Readiness Group – every company has a Family Readiness Group. Call the FRG Leader to find out when activities are held. If you are not sure who your Family Readiness Group Leader is or how to contact that person, call your Brigade FRG Assistant. See page 4.

Volunteering – there are many great volunteering opportunities here at Fort Hood. Contact the Installation Volunteer Coordinator at 287-VOLS or by stopping in at Lane Volunteer Center at the intersection of Hood Road and Old Ironsides.

Employment – The Employment Readiness Branch of Army Community Services helps Army dependents locate jobs. You can reach them at 288-2089 or by stopping at Building 4220, South 77th Street.

## I'm Feeling Depressed?

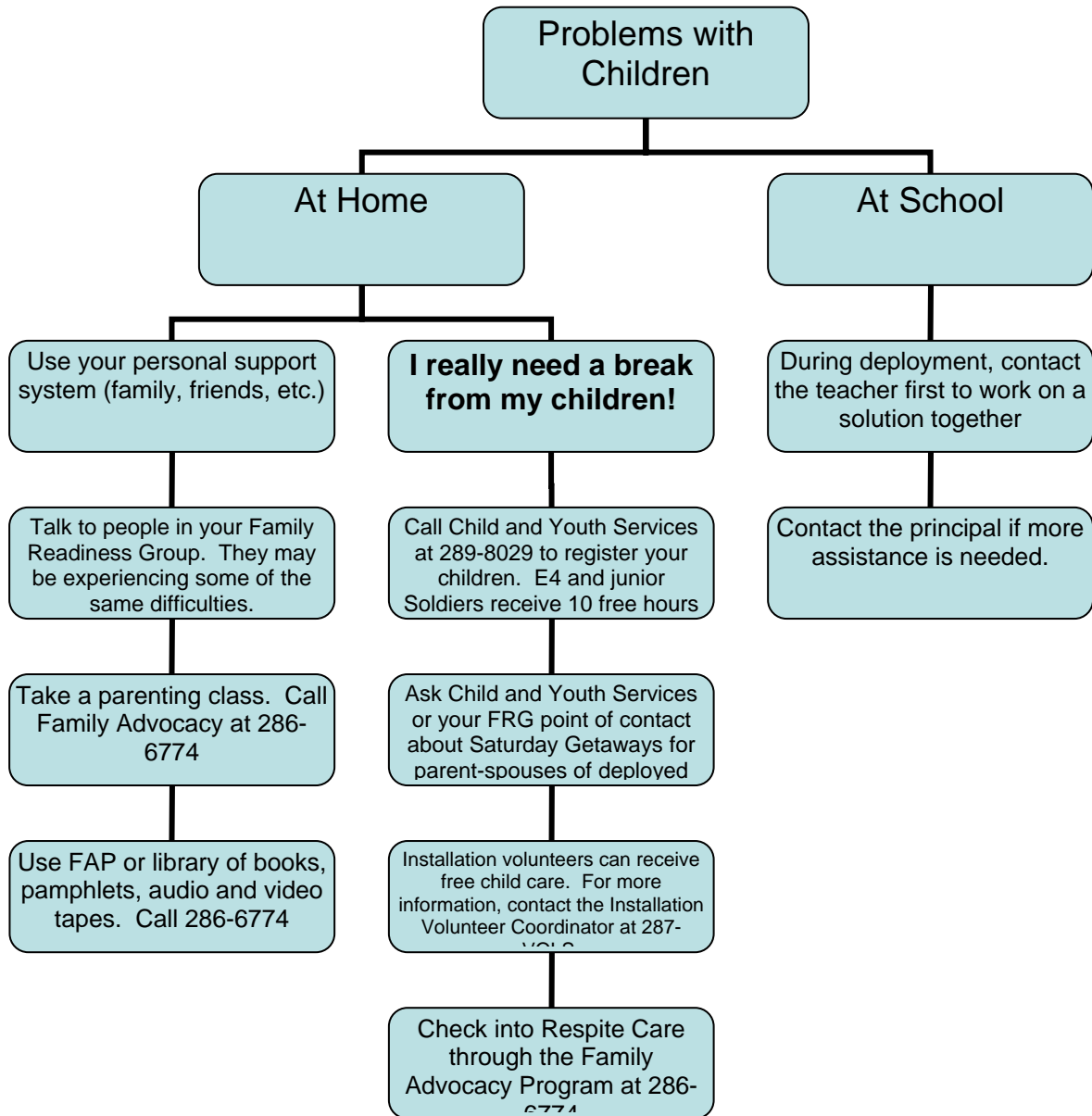
If you are feeling depressed, a first step would be to connect with your personal support system—friends, family, etc. Express your feelings—all feelings are OK, it is how you react to them that can result in unfavorable situations.

If your personal support network is unable or unwilling to help, contact your Family Readiness Group point of contact or your chain of concern point of contact. FRG Leaders are knowledgeable about a wealth of resources provided to Army families, especially during deployment. If you are unsure of who your FRG Leader is, call your Brigade Family Readiness Group Assistant whose contact information is contained on page 4 of this guide.

Other sources of support include Fort Hood's Behavioral Health Support System at 535-4497 or your battalion Chaplain.



## How can I Solve Problems with Children?



## Child Abuse and Neglect Prevention

Steps to take before child abuse occurs:

- Make contact with other spouses to share concerns and experiences
- Participate in social outings
- Develop a chain of concern within unit before deployment
- Visit the Lane Volunteer Center, which offers many types of classes
- Take "time away from kids" while Soldier is deployed
- Free baby-sitting for junior enlisted families at CDC
- Family members are encouraged to share their time and talents with the many organizations on Ft Hood that need volunteers, plus free child care is available for most volunteering jobs. Most volunteers find that they receive more than they give when doing volunteer work.
- Check into Mothers Day Out Program

To find out about volunteer opportunities, call 287-VOLS (287-8657).

## Is there Emergency Childcare?

Yes. Call 287-CARE (2273)

## Do I Need Passports for Myself or Children?

No. If your spouse is seriously injured during deployment, your spouse's doctor makes the determination if you can be flown to the hospital. If this hospital is in a foreign land, you would need a passport to travel there. However, Army officials can arrange for you to quickly obtain one in the case of an emergency, but it may take a day.

Some spouses do not want to wait that estimated day to get a passport should such an emergency arise. These spouses choose to get a passport themselves before an emergency arises. Check with your local post office on stations where you can apply for a passport and the associated fees. Be aware that it can take several weeks for your passport to arrive and fees are high.

If you anticipate foreign travel with your children during deployment, you will need to apply for their passports **prior** to deployment. Both parents are required to be present to apply for a minor's passport.

## What can I do to Stay Safe while my Soldier is Deployed?

Do not make it public knowledge that your spouse is deployed. Educate children to do the same. Most people are trustworthy and honest, but there are criminals who do target families of deployed Soldiers.

Do not give out personal information to strangers who call saying they have information about your Soldier. If your spouse was hurt, you would be notified by

Army officials, and they would not ask for personal information such as social security numbers - especially over the phone.

Keep emergency telephone numbers close to the telephone at all times.

Seek help when you need it! Know your neighbors; you may need their help in an emergency.

Contact the police or security force at the first sign of suspicious activity.

Military police or your community police can usually give home security checks free of charge.

## How do I Respond if a Member of the Media Contacts me?

The families of deployed Soldiers may find themselves approached by local and national news media representatives for interviews. The public affairs office phone number is 287-8872.

Here are some tips for coping:

Know your rights.

It is your choice whether or not you speak to reporters.  
If you do choose to speak, remember it is your right to stop at any time.  
A public affairs representative must accompany Media personnel on-post.

Know the role and purpose of the American press.

They are doing a job vital to democracy. Understand that it is not harassment when they call you at home or stop you at the supermarket asking for an interview (only when they persist after having been told "no" does it become harassment).

Know who will hear you.

Even family members might have information useful to opposing forces.  
Thanks to technology, the enemy can have access to what you say the moment you say it.

On the other hand, when you are enthusiastic about your spouse's mission, your response can build morale and show American resolve.

Know your limits.

It is best not to talk about anything in which you do not have first hand knowledge. There is nothing wrong with saying "I don't know" in response to questions to which you have no answer.

Do not speculate.

If your spouse calls home with information about the unit's return or with news about how the mission is going, remember to keep it to yourself. Combat and

training exercises spawn rumors, and some of what they tell you could be a) sensitive, b) incorrect, or c) subject to change.

Remember, whatever you say on camera may be on national or international TV today.

## What should I do if I Leave the Area Permanently?

Inform your rear detachment point of contact and FRG Leader that you are leaving and how they can contact you in case an emergency arises.

Contact Tricare – your Tricare coverage may fall under a different region.

If living in quarters, contact housing and discuss what steps you need to take to vacate quarters.

## What should I do if I Leave the Area Temporarily?

Inform your rear detachment point of contact and FRG Leader that you are leaving and how they can contact you in case an emergency arises.

If leaving for over 30 days, contact a Tricare representative to talk about what adjustments you may need to make to insure no gap in medical coverage.

Family members residing in housing may leave the Fort Hood area for up to 6 months without losing their quarters IF they make prior arrangements with the Housing Office.

Leave a Special Power of Attorney with someone in case of emergence and notify the military police of your extended absence.

If a Soldier is on the list for housing and the family member decides to leave the Fort Hood area during deployment, the family member must leave a good telephone number where he or she can be reached if their name comes up to be assigned housing.

If at this time, the family member decides not to accept housing, his/her name will be moved to the bottom of the waiting list.

Call 287-RENT for more information.

## As a Spouse, how can I learn more about the Army?

Army Family Team Building (AFTB) Training improves family and Army readiness and prepares everyone to function effectively as part of the Army community. AFTB education programs are designed to assist Soldier and families in adapting to change, developing interpersonal skills, becoming more self reliant and informed, and in accessing community resources and benefits.

Free child care is available for some AFTB classes. Call early for details and class dates to 287-6600 or 288-5123.

## Checklists

### Soldier's Checklist

#### Automotive:

	Proper periodic maintenance up-to-date (oil change, lubrication, tune-up, fluid levels)
	Equipment in good condition (brakes, tires, battery, lights)
	Road service policy (if desired; provides assistance with flats, lock-outs, and other emergencies)
	Vehicle registration/license (on post and state) and renewal dates current/known
	Insurance policy adequate (liability, medical, uninsured motorists, damage to automobile)
	State annual safety inspection current and renewal date known
	Driver's license for spouse current and renewal date known
	Spouse has automotive papers (tire warranty, battery guarantee, insurance policy, road service card)
	Spouse has automobile information: warranties/guarantees in effect and from whom; correct tire pressure and how to inflate and check tires; oil to use and how to fill and check dipstick; gasoline to use; where to go for maintenance and repair services; how to get emergency road service; where car keys and spares are located
	Spouse familiar with bus routes and alternative transportation in case the family car is out of service

#### Family:

	Unit has the complete current address and telephone number for your family, along with the names, addresses, and telephone numbers of one or two relatives, neighbors, or friends who will know where your family is living (if you do not have a phone, list neighbors' numbers)
	Name, address, and telephone number of your landlord or mortgage company
	Names, addresses, and telephone numbers for your commander, Army Community Service Center, Guard or Reserve Family Program Coordinator, rear detachment commander, and Family Readiness Group representatives
	Predeployment and Ongoing Readiness 127
	Current ID cards for each member of your family (check expiration dates)
	Keys (house, car, garage, personal storage company, safety deposit box)
	Marriage certificate
	Birth certificates
	Insurance policies (life, home, automobile)
	Family social security numbers
	Deeds and/or mortgage papers
	School registration papers
	Proof of service documents
	Copies of orders and all endorsements
	Shipping documents and/or household goods inventory
	Court orders for support and custody of legal dependents
	Unit mail card
And if appropriate:	
	Naturalization papers
	Divorce decree and separation agreements
	Adoption papers
	Death certificate

Financial:

	Class EE Savings Bond allotment applied for (if desired)
	Bank or credit union accounts in both names with an "or" rather than an "and" between the names (checking, savings, and any other accounts)
	Spouse has account number, bank books, checkbooks, ATM card
	Spouse has credit cards, bills, information on amounts due, and when and how to report lost cards
	Spouse knows amounts due on loans, monthly payment dates, addresses and phone numbers of loan companies
	Spouse is aware of savings bonds and securities owned, where they are, and how to gain access to them if needed
	Spouse has a signed release from the Soldier to pick up a copy of LES
	Spouse is aware of all bills that need to be paid routinely, with address and telephone number for each (rent or mortgage, car payment, telephone, electricity, appliance/furniture payments, water, credit cards, garbage collection, all types of insurance, debt repayment, cable television, dues and subscriptions, and so on)
	Spouse has access to copies of state and federal income tax returns for the last five years; the name, address, and telephone number of the person or company who helped you with your return last year, along with information, forms, and tax deductible receipts for the current year
	Spouse knows where to go for financial assistance in times of crisis: Army Community Services, Army Emergency Relief, rear detachment commander, Family Assistance Center, Guard or Reserve Family Program Coordinator

Legal:

	Spouse has the name, address, and telephone number of your private or military attorney or legal advisor
	You and your spouse have current wills to specify how you want your property handled and distributed in the case of the death of either
	If needed, spouse has Power of Attorney giving him or her the right to sign your name and do the things you could do if you were actually present; may be specific or general
	Spouse has copies of all insurance policies, along with the name and telephone number of your insurance agents
	Spouse has information on where to go for legal aid: Legal Assistance Office, rear detachment commander, Family Assistance Center, Guard or Reserve Family Program Coordinator

Medical:

	Spouse has family medical cards/knows how to get medical records
	Spouse has family immunization records; shots are up to date
	Spouse knows medications/allergies of all family members
	Prescriptions (medical and optical) are readily available
	Rear Detachment Officer/ACS knows of family members with special needs, Exceptional Family Member Program, or chronic medical condition Predeployment and Ongoing Readiness 129
	Spouse has phone numbers for medical and dental services: emergency care, outpatient and inpatient medical care, pharmacy, routine or emergency dental care, and health benefits advisor for assistance with TRICARE

Security/Safety:

	Military or local police crime prevention survey for your quarters has been conducted
	Your home or apartment has at least a front door "peephole" and adequate locks on all doors and windows
	Your family's name is on the Military Police Quarters Checklist
	Your smoke detector is working and has a new battery
	Fire extinguishers are charged and are in good working condition; family members know where they are and how to use them
	Your family is familiar with alternate exits they can use to leave the home from each room in case of fire or other emergency
	Spouse knows how to reach police, MPs, fire department, ambulance, poison information center, chaplains, help line; locate numbers by the telephone
	Spouse and older children know how to turn off electricity, water, and gas in case of an emergency



## For the Spouse

Once a unit has deployed, it is too late to realize you need your spouse's signature or don't know where things are or how important tasks are done. These problems can easily be avoided. The best solution is to be thoroughly prepared. True family readiness comes from a series of minor tasks accomplished well in advance rather than a sudden "crash" program begun after receiving an unexpected deployment notice. Last-minute rushing produces needless family worry and stress. It causes many parts of the family readiness plan to be left undone.

By looking ahead and anticipating the likelihood of a deployment, you and your loved ones can adequately plan for this separation. Remember, once your Soldier has been deployed, the responsibility for your family transfers directly to you. Ultimately, you are responsible for knowing your rights and privileges and what resources are available to you as an Army spouse.

### Spouse's Checklist

	Take AFTB classes
	Get to know community resources, services, and locations

#### Automotive:

	Get automobile key (and spares)
	Get garage key (and spares), if applicable
	Have oil changed, new oil and air filter installed, and car lubricated; know the mileage reading when the oil should be changed next
	Make sure all fluid levels are up to normal (oil, transmission fluid, brake and steering fluid, water); know how to check and fill them yourself (if needed) and what gasoline to use
	Make sure all vital equipment is in good condition and working order (including brakes, tires, battery, belts, hoses, headlights/high and low beams, tail lights, brake lights, turn signals)
	Review your insurance policy to make sure it provides adequate coverage (liability, medical, uninsured motorist, damage to your car and others); know the renewal date, cost of renewal, who to contact to renew the policy (name, address, and telephone number)
	Investigate a road service policy (if desired) to provide assistance with flat tires, towing, stalled engine, being locked out of your car, and other emergencies; know what your policy covers, when it expires and has to be renewed, cost of renewal, who to contact to renew (name, address, and telephone number); know what to do if you don't have this coverage and one of these events happens
	Look into the renewal of state and on-post vehicle registration (year, cost, where to go, what to do)
	Check your state driver's license expiration date, cost to renew, where to go, what to do
	Check your annual state automotive safety check, if required (when it expires, cost to renew, where to go, and anything that may have to be repaired or replaced to pass this inspection)
	Take possession of automotive papers (car registration, safety inspection, tire warranties, battery guarantee, insurance policy and certificate of insurance, road service card); know where they are, what they mean, how to use them
	Learn where to go, who to see or call when you have problems with the automobile (routine maintenance, auto repair, tires, oil changes, and lubrication)
	Learn what alternative transportation is available (on post, car pools, taxis, city buses, friends)
	Prepare a list of automotive "do's and don'ts" and hints on car care

Family:

	Make sure your spouse's unit has your name, address, and telephone number, along with the name, address, and telephone numbers of one or more people who will know where you are at all times (even if you travel or move)
	Get the name, address, and telephone number of your landlord, mortgage company, or government housing office
	Get the names and telephone numbers of key members of your Family Readiness Group, your unit's rear detachment commander and chaplain, Family Assistance Center, Guard or Reserve Family Program Coordinator
	Make sure you have a military ID card for each member of your family
	Get the keys to your house, safety deposit box, personal storage company
	Know when ID cards expire, and have required forms signed by sponsor before departure
Make sure you have (if appropriate):	
	Marriage certificate
	Birth certificates
	Insurance policies (life, home, auto)
	Family social security numbers (including your children's)
	Rental or lease papers (if appropriate)
	Deeds and/or mortgage papers (if appropriate)
	School registration papers (if appropriate)
	Spouse's proof of military service documents
	Copies of your spouse's orders and all amendments
	Shipping documents and/or household goods inventory
	Court orders for support and custody of legal dependents
	Unit mail card
	Copy of your most recent allotment request (if appropriate)
	Naturalization papers (if appropriate)—know the expiration date and prepare paperwork in advance
	Divorce decree (if appropriate)
	Adoption papers (if appropriate)
	Death certificates (if appropriate)

### Financial:

	Take possession of appropriate bank books, ATM cards, checkbooks, credit union papers or books, credit cards
	Know how to report lost credit cards and how to request replacements. If a credit card is lost or stolen, report it immediately to the issuing company AND the credit-reporting agencies listed in the front of the Resources section of this handbook.
	Make sure you can make deposits and withdrawals with only your signature. If the account shows an "and" between your spouse's name and yours, it requires both signatures; an "or" ensures you can make deposits and withdrawals in the absence of your spouse. This can be changed only while the Soldier is here.
	Keep a list of automatic deposits and withdrawals or payments made to financial accounts (paycheck, insurance, loan, or bill payments)
	Have your spouse apply for a Class EE Savings Bond allotment (if desired and appropriate), and keep a copy of the signed application
Important documents you should have:	
	Get a Power of Attorney, unit mail card, and military ID card if you will have to pick up your spouse's paycheck and/or mail from the unit
	Prepare a list of outstanding payments, loans, and other obligations with due dates, amount owed, who to pay, contact person, address and telephone numbers
	Prepare a list of investments such as securities or bonds with their value, contact person's name, address and telephone number; know how to cash these in an emergency
	Get copies of the past five years' state and federal income tax returns and everything needed for the next filing, including due dates and who to contact for assistance in preparing the returns
	Prepare a list of military and community organizations that offer financial advice, counseling, information, and assistance.

### Legal:

	Get the name, address, and telephone number of your military or private attorney or legal advisor
	Get a Power of Attorney (general or limited) if you will need to sign documents or act on your spouse's behalf during the deployment
	Make sure your will and your spouse's will are up to date and valid
	Get copies of all insurance policies, and find out what is covered and to what extent; get contact person's name, address, and telephone number; ask whether you need a Power of Attorney to file a claim during your spouse's deployment
	Secure a list of military and community organizations that offer legal advice, counseling, information, and assistance

### Medical:

	Make sure you have family medical cards for you and your children
	Make sure you have family shot records for you and your children
	Make sure current prescriptions for medicine and glasses or contact lenses are available
	Get a list of military, community, state, and federal organizations that offer medical, mental or emotional, dental, and optical assistance

Security/Safety:

	Request a military or local police crime prevention survey for your home
	Add a "peephole" to at least your front door and adequate locks to all of your doors and windows
	Place your family's name on the Military Police Quarters Checklist (or notify the local police if you live in a civilian community) if your family will be away from home for an extended period
	Install a smoke detector (or check existing detectors) in key areas of your residence (kitchen, bedroom, living room, shop/garage)
	Install a fire extinguisher (or inspect existing extinguisher) in key areas of your residence (also recommended for your automobile)
	Discuss with your family alternate exits they can use to leave your home from each room in case of a fire or other emergency
	Get a list of military and community organizations that offer security/safety advice, counseling, information, and assistance

## Children and Deployment

### Children's Reaction to Soldier's Return

Reactions	Techniques
<b>Birth to 1 Year</b>	
<ul style="list-style-type: none"> <li>• Cries</li> <li>• Fusses</li> <li>• Pulls away from you</li> <li>• Clings to spouse or caregiver</li> <li>• Has problems with elimination</li> <li>• Changes their sleeping and eating habits</li> <li>• Does not recognize you</li> </ul>	<ul style="list-style-type: none"> <li>• Hold the baby, and hug him/her a lot</li> <li>• Bathe and change your baby; feed and play with him/her</li> <li>• Relax and be patient; he/she will warm up to you after a while</li> </ul>
<b>1 to 3 Years</b>	
<ul style="list-style-type: none"> <li>• Shyness</li> <li>• Clinging</li> <li>• Does not recognize you</li> <li>• Cries</li> <li>• Has temper tantrums</li> <li>• Regresses—no longer toilet trained</li> </ul>	<ul style="list-style-type: none"> <li>• Don't force holding, hugging, kissing</li> <li>• Give them space</li> <li>• Give them time to warm up</li> <li>• Be gentle and fun</li> <li>• Sit at their level</li> </ul>
<b>3 to 5 Years</b>	
<ul style="list-style-type: none"> <li>• Demonstrates anger</li> <li>• Acts out to get your attention; needs proof that you're real</li> <li>• Is demanding</li> <li>• Feels guilty for making the parent go away</li> <li>• Talks a lot to bring you up to date</li> </ul>	<ul style="list-style-type: none"> <li>• Listen to them</li> <li>• Accept their feelings</li> <li>• Play with them</li> <li>• Reinforce that you love them</li> <li>• Find out the new things on TV, at preschool, books</li> </ul>
<b>5 to 12 Years</b>	
<ul style="list-style-type: none"> <li>• Isn't good enough</li> <li>• Dreads your return because of discipline</li> <li>• Boasts about Army and parent</li> </ul>	<ul style="list-style-type: none"> <li>• Review pictures, schoolwork, activities, scrap books</li> <li>• Praise what they have done</li> <li>• Try not to criticize</li> </ul>
<b>13 to 18 Years</b>	
<ul style="list-style-type: none"> <li>• Is excited</li> <li>• Feels guilty because they don't live up to standards</li> <li>• Is concerned about rules and responsibilities</li> <li>• Feels too old or is unwilling to change plans to accommodate parent</li> <li>• Is rebellious</li> </ul>	<ul style="list-style-type: none"> <li>• Share what has happened with you</li> <li>• Listen with undivided attention</li> <li>• Don't be judgmental</li> <li>• Respect privacy and friends</li> <li>• Don't tease about fashion, music</li> </ul>

## Before One Parent Goes Away

An extended separation can be emotionally challenging for those left behind—and especially for children. Children's reactions will vary with their personalities, ages, and coping skills.

When parents begin the busy and detailed preparations for an extended separation, the child sees and feels the tension as well. As everyone focuses on the separation, the child may feel left out. The following are some examples of what you might expect:

- Sadness
- Fear
- Resentment
- Loneliness even before parent leaves
- Feelings that the parent is going away because the child has been bad
- Feelings that the parent is leaving because he/she does not love the child anymore
- Angry outbursts mixed with clinging behaviors
- Regressive behaviors
- Attention-seeking behaviors
- Psychological distancing

## Suggestions for the Parent Who Is Leaving

- Spend time explaining the separation at the child's level: where, with whom, for how long, etc.
- Sit down with the entire family and talk about it.
- Let each family member express how he or she feels.
- Establish rules/limits before the separation.
- Let older children relate past separation experiences to younger children.
- Use maps, calendars, paper chains, etc., to help children visualize the location and length of deployment.
- Take a picture of each child with the separating parent, and give it to the child.

- Meet with each child individually; discuss and accept the child's feelings.
- Ask the child to assist with packing.
- Videotape or tape record the separating parent reading bedtime stories to be played while the parent is gone.
- Give each child a comfort item—something of yours (t-shirt, ball cap, pillowcase, etc.).
- Visit the child's school and talk to the teachers; leave envelopes to be mailed with the child's schoolwork, newsletters, etc.
- Give each child an empty scrapbook to build with letters, pictures, etc., during the separation.

## How the Parents Can Help

Children experiencing military separations can behave in ways similar to children of divorce. However, the **most influential factor affecting children is the remaining parent's attitude** about the separation. If the remaining parent maintains a positive attitude and models effective coping skills, the child will most likely do the same. Children will worry about many things or exhibit different behaviors, which may include:

- Worry about family and finances;
- Fear that the separation is permanent;
- Feelings of abandonment;
- Complaints about stomachaches, headaches, fatigue, and other illnesses;
- Increased irritability, crabbiness, or moodiness;
- Eating or sleeping difficulties;
- Swings from very responsible to very irresponsible;
- Increased acts of aggression toward people and things;
- School problems, such as a drop in grades, unwillingness to attend school, or odd complaints about school;
- Nightmares;
- Withdrawal from family or friends; and/or
- Wanting to sleep in the parents' bed

Accept some regressive behavior, but don't let your children use it as an excuse. Continue to make them responsible for household chores and

schoolwork. Let the children know they are making a valuable contribution. Also let them know that it is okay to be sad, but teach them how to recover and move on.

### Suggestions for the Parent at Home

- Talk about the separated parent daily.
- Leave lots of pictures of the deployed parent at the child's eye level.
- Have a box of the parent's clothing available for dress up.
- Try to keep household routines/rules the same.
- Maintain a scrapbook of pictures, letters, etc.
- Discipline consistently. (Don't say, "Wait 'til your father gets home." This could make the child dread the Soldier's return.)
- Encourage children to stay in contact with their parent through e-mail, letters, packages, video, phone calls, and audio messages.
- Keep a calendar to record the passage of time and special events, or use other ways to show the time passing (jelly beans in a jar, paper chains, maintaining a journal, etc.).

### Suggestions for the Separated Parent

- Become a pen pal to your child's class—send souvenirs, postcards, maps, stamps etc., to share with the class.
- Send a recipe to your child to make when you return.
- Send a drawing with a hidden picture.
- Write to each child individually.
- Send small items that fit into regular envelopes: gum, baseball cards, stickers, gift certificates, coloring books, and balloons.
- Put a personal ad in the newspaper's classified section for the children to find.
- Remember birthdays and other special days with letters, cards, or small gifts.
- Tell your child often, "I love you" and "I miss you."
- Play games through the mail like tic-tac-toe or hangman.
- Keep a copy of the child's schedule for sports events, school programs, field trips, and other events to talk about with your child.



## Family Information Sheet (perforated)

Back of Family Information Sheet

## Mail Release Forms

(Perforated Across from Inside Back Cover)